

USPS Report on PRC Rate and Service Inquiries for August 2011

The Postal Regulatory Commission referred 77 inquiries to the Postal Service in August. Customers received responses on average within 11 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (50) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (13) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (14) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topics are being highlighted for their possible interest to a larger audience. The Mailing Standards of the US Postal Service are referenced in the Domestic Mail Manual which is accessible on the US Postal Service's website at pe.usps.com.

Forwarding

A *Change of Address (COA)* request must be submitted by the addressee or by someone authorized to file on behalf of the addressee. Once the Change of Address is effective, mail is forwarded to the new address as quickly as possible. With few exceptions, First-Class Mail will be forwarded, free of charge, for one year. Magazines and periodicals are an exception and will only be forwarded for 60 days. Pay particular attention when completing the change of address order to indicate whether the move is for an individual or for the family. Selecting the "family" option will result in all of the mail for the same last name being forwarded to the new address. Depending on the distance of the move, customers can expect to receive mail sent to their previous address in 7 – 10 business days. To expedite the process, local Post Offices have Post Cards that can be used to notify people and businesses of the new address. Notifying people at least two weeks in advance of the move can help make sure that mail arrives without delay at the new address. More information on forwarding of mail is contained in the Domestic Mail Manual, Section 507.2, Forwarding at pe.usps.com.

A unique Postal service, **Premium Forwarding Service (PFS)**, gives residential customers the option of having all of their mail reshipped on a predictable basis to a temporary address while they are away from home. For a one-time enrollment fee and a nominal weekly reshipment fee, virtually all of the customer's mail will be packaged weekly and sent by Priority Mail® service to the temporary address. Some items, such as Registered Mail® and Express Mail® are reshipped immediately upon receipt at the Post Office.

PFS can be used for a minimum of two weeks or up to a maximum of one year. It provides customers an additional option to the current piece-by-piece temporary forwarding and Hold Mail services. For detailed information on Premium Forwarding Service, including fees, please go to <https://www.usps.com/manage/research-delivery-options.htm> and click on "Forwarding."

How is mail with two (2) addresses handled?

The intended delivery address should always be placed on the line immediately above the city, state, and ZIP Code™ line. If necessary, the additional address should be placed on a line above the intended delivery address line. When a mailpiece consists of both a **street** address and a Post Office™ Box (PO Box) address on two (2) lines, the US Postal Service priority will be to attempt delivery to the address immediately above the city, state, and ZIP Code. The ZIP Code on the mailpiece should correspond to this address.

If a **street** address and a PO Box address are placed on the same line, the US Postal Service will attempt delivery to the PO Box address. In this example, the ZIP Code on the mailpiece should correspond to the PO Box address. In the following example, the mail would be delivered to the PO Box address:

JOHN W DOE
222 WALL ST STE 500
PO BOX 985
NEW YORK NY 21212-2222

Customers can also access answers to frequently-asked questions on forwarding and delivery service by visiting the US Postal Service website at usps.com/customerservice/welcome.htm.